

In the Claims:

1. (Currently amended) A system for providing product service and support information to a user, including automatically customizing an interactive training sequence, comprising:

said system presenting at least one set of predefined questions to the user for gathering ~~predefined information of~~ about the user;

A³ a customization module for customizing the content of said training sequence responsive to ~~user response~~ the user's responses to said set of predefined questions;

said system storing at least one login identification supplied by the user for uniquely linking said ~~eustom~~ customized training sequence to the user;

a training module for playing said ~~eustom~~ customized training sequence in a user understandable format responsive to user selection;

wherein said ~~eustom~~ customized training sequence is stored as a plurality of digital files, each designated by a Uniform Resource Locator.

2. Cancelled.

3. (Currently amended) A system as defined in claim 1 wherein said training module saves the progress of said ~~eustom~~ customized training sequence linked to said login identification.

A⁴ 4. (Currently amended) A system as defined in claim 3 wherein said training module retrieves said ~~eustom~~ customized training sequence according to said last saved progress responsive to user login of said login identification.

5. (Currently amended) A method of operating a computer system for automatically customizing an interactive training sequence that provides product service and support information to a user, said method comprising the steps of:

providing a set of predefined questions to the user responsive to the user providing a unique login identification;

the computer system receiving user responses responding to a said set of predefined questions; and,

the computer system returning a custom-customized training sequence according to said user responses from said set of predefined questions;

wherein said custom customized training sequence is linked to said unique login identification.

6. (Currently amended) The method according to claim 5 further comprising the step of saving said custom-customized training sequence linked to said unique login identification.

7. (Currently amended) The method according to claim 5 further comprising the step of saving the progress of said custom-customized training sequence linked to said unique login identification.

8. (Currently amended) The method according to claim 7 further comprising the step of retrieving said custom-customized training sequence according to said last saved progress responsive to user login of said unique login identification.

9. (Currently amended) An interactive computer system for providing ~~an interactive~~ product service ~~manual~~ information to a user, the system normally operating without human involvement, comprising:

a documentation module for displaying ~~documents of said manual~~ the product service information in a user understandable format responsive to user selection;

a simulator module for playing at least one interactive animated simulation in a user understandable format responsive to user selection;

a customization module for customizing an interactive training sequence responsive to a user response to a set of predefined questions; and,

AHP a training module for playing said customized interactive training sequence in a user understandable format responsive to user selection.

10. (Currently amended) A system as defined in claim 9, wherein ~~the content of said~~ product service manual information is stored as a plurality of digital files, wherein each said digital file is designated by a Uniform Resource Locator.

11. (Currently amended) A system as defined in claim 9 further comprising:

a guided tour module for displaying a series of introductory documents ~~on of~~ said product service manual information in a user understandable format responsive to user selection;

a feedback module for allowing users to send comments;

a practice module for displaying practice exam forms in a user understandable format responsive to user selection;

an index module for displaying a hyperlink index of said service ~~manual~~ information in a user understandable format responsive to user selection; and,

an information module for displaying additional contact information relating to said service ~~manual~~ information in a user understandable format responsive to user selection.

12. (Currently amended) A system as defined in claim 9 is a web based online product service ~~manual~~ information.

13. (Original) A system as defined in claim 9 wherein part of said at least one interactive animated simulation requires user response before the next sequence is played to the user.

14. (Currently amended) A system as defined in claim 9 wherein part of said ~~custom~~ customized training sequence requires user responses before the next sequence is played to the user.

15. (Original) A system as defined in claim 9 wherein said documentation module includes a hyperlink table of contents for said documents included in said documentation module.

16. (Original) A system as defined in claim 9 wherein said simulator module includes a hyperlink table of contents for said at least one interactive animated simulation.

17. (Original) A system as defined in claim 9 wherein said customization module prompts the user to select a unique login identification and to respond to said set of predefined questions.

18. (Original) A system as defined in claim 17 wherein said customization module returns a custom training sequence according to user responses from said set of predefined questions, and said custom training sequence is linked to said unique login identification.

19. (Original) A system as defined in claim 18 wherein said customization module saves said custom training sequence linked to said unique login identification.

20. (Original) A system as defined in claim 18 wherein said customization module saves all said Uniform Resource Locators for said custom training sequence linked to said unique login identification.

21. (Original) A system as defined in claim 18 wherein said customization module saves the progress of said custom training sequence linked to said unique login identification.

22. (Original) A system as defined in claim 18 wherein said customization module allows the user to retrieve said custom training sequence with login of said unique login identification.

23. (Currently amended) A system as defined in claim 21 wherein said customization module allows the user to retrieve said ~~custom~~ customized training sequence with login of said unique login identification, and said training sequence will be played according to said last saved progress.

24. (Original) A system as defined in claim 11 wherein said feedback module is configured to send comments over the Internet.

25. (Original) A system as defined in claim 11 wherein said practice module is configured to indicate whether the user choices for said exam form is correct or incorrect.

26. Cancelled

27. (Currently amended) A computer system for providing an interactive product service manual, said system normally operating without human intervention, said system comprising:

means for displaying documents of said manual responsive to user selection;

means for playing at least one interactive animated simulation responsive to user selection;

means for customizing an interactive training sequence responsive to user response to a set of predefined questions; and,

means for playing said customized interactive training sequence responsive to user selection.

28. (Currently amended) A method for providing an interactive product service manual having at least one documentation, at least one interactive animated simulation, and at least one training sequence customized by the user, said method being executed by a computer system connected to a LAN and comprising the steps of:

providing hyperlinks to the content of said interactive product service manual;

displaying said at least one documentation responsive to a user selection;

playing said at least one interactive animated simulation responsive to a user selection;

customizing an interactive training sequence responsive to user ~~selection~~ responses to a set of predefined questions; and,

playing said customized interactive training sequence responsive to user selection.